

Jennifer Drennan
2646 Vicente St.
San Francisco CA 94116

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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I chose Sonic.net, a local broadband provider as soon as they became available in our neighborhood. Their service is faster, more reliable and MUCH less expensive for the same services we had with our previous provider. Their customer service is also local and we can get a real person with real customer service skills and empowerment to sort out our issue in minutes.

We'd had AT&T which cost more, was slower and if we had an issue, we'd get lost in a maze of auto prompts which would eventually take us to an overseas agent with a script, and anglicized first name, no empowerment and hours later, still no resolution to our reason for calling.

Competition is healthy, good for local economies and good for consumers. It's also good for a business to keep it relevant and healthy. As a parent and a school library technician who is trying to raise a family in our native California Bay Area, I am very aware that in this day and age for our children, our communities, to be successful we need quality broadband at genuinely affordable rates in all of our communities.

Jennifer Drennan